**Animal Shelter Volunteer Coordinator**

**Grade: 4**

**FLSA: Non-Exempt**

**Date: 05/22**

**Job Summary:** Plans, develops, implements, and monitors the volunteer services program of the Animal Shelter Division. The volunteer services program involves recruiting, selecting, training, and evaluating volunteer staff. Builds a rescue network of animal welfare groups and a network of foster individuals which is essential to enhancing the positive outcomes of the animal shelter population. Performs other related duties as required.

**Essential Functions:**

1. Develops and recommends policies and procedures for volunteer, rescue, and foster

Programs;

2. Works with supervisors to identify needs and opportunities for volunteers and designs

programs to fill those needs;

3. Recruits, coordinates, and schedules volunteers, rescue partners, and fosters for the shelter

based on need and priority;

4. Ensures volunteers and fosters are trained by preparing training materials and procedural

guides; trains volunteers and fosters on subjects such as program procedures, departmental

policies, applicable laws, and techniques for dealing effectively with the public; scheduling

volunteers and fosters for training on the humane handling of animals.

5. Monitors and evaluates the daily work of volunteers to assure maximum program coverage

and effectiveness. Ensures that volunteers comply with department policies and procedures;

6. Documents concerns with volunteers, rescue organizations, and fosters not following Animal

Shelter policies or procedures, bringing information to management;

7. Maintains current schedules, attendance records, prepares reports, and other files

concerning volunteers and service groups;

8. Plans volunteer recognition events for individual volunteers and service groups;

9. Represents the department's volunteer, rescue, and foster programs to the public through

classes, workshops, events and presentations to local groups, schools and civic

organizations;

10. Receives donations of supplies and equipment and determines the distribution of such

donations based on priority;

11. Works with Animal Care Staff and Animal Shelter Operations Supervisor when animals are

determined to be suitable for rescue but not adoption;

12. Builds a network of animal welfare organizations to allow alternative placement of animals

that may not be suitable for adoption;

13. Encourages positive communication between staff and volunteers; brings any concerns

between individuals to management;

14. Ensures the confidentiality of volunteers' personal information and animal shelter's records

that could document information related to criminal and civil investigations;

15. Builds a network and support protocols for animal fosters with special attention focused on

providing fosters for underage kittens and/or nursing cats and animals with illness or injury

that need a more suitable environment to recover;

16. Prepares various reports on volunteers, partner rescue groups and the foster network;

17. Prepares release documentation of animals leaving rescue or foster care;

18. Maintains log of foster animals to ensure vaccine schedule and veterinary treatment is being

Followed;

19. Performs the duties of a Customer Service and Animal Shelter Adoption Coordinator during

staff shortage and special events;

20. Performs other duties as assigned.

**Required Knowledge. Skills and Abilities:**

1. Knowledge of Methods and procedures of animal care and shelter cleaning protocols;

2. Knowledge of laws, rules, and regulations governing animal shelter operation and the lawful

disposition of animals;

3. Knowledge of animal breeds, animal handling, husbandry, health and behavior;

4. Knowledge of computer applications, such as volunteer management, scheduling software

and Microsoft Office Suite;

5. Ability to recruit and cultivate volunteers and ensure they are properly trained and managed

to maximize volunteer effectiveness, engagement, retention and satisfaction;

6. Maintain records and provide reports, information or documentation;

7. Ability to handle animals safely and effectively;

8. Ability to establish and maintain effective working relationships with those encountered in

the work environment including County officials and employees, animal welfare

organizations, volunteers, and the public;

9. Ability to communicate effectively orally and in writing;

10. Ability to deal effectively with volunteers and the public.

**Education and Experience:**

1. High school diploma or GED equivalent;

2. Three years of direct professional animal handling experience in an animal shelter or non-

profit environment, including one year of supervisory experience.

3. Any acceptable combination of education, training and relevant experience that provides the

above knowledges, abilities and skills may be substituted on a full-time year for year basis.

**Additional Requirements:**

1. Must possess a valid Maryland Driver’s Licenses;

2. Must be 18 years of age;

3. Subject to call-back in emergency situations;

4. Ability to safely operate a County owned vehicle;

5. Obtain a pre-exposure rabies vaccinations upon hire;

**Physical and Environmental Conditions:**

Ability to control, lift and carry animals handled at the facility; requires long periods of standing, frequent walking indoors, repeated bending, crouching, stooping, stretching or reaching; recurring lifting of objects up to 50 pounds; operation of keyboard devices; work may be physically or emotionally demanding.

Also, workers are exposed to hazards of dealing with dangerous, frightened, or diseased animals, and exposure to cleaning and disinfecting agents.

Requires working non-standard schedules including evenings, weekends, and holidays.

Workers must be willing to assist in euthanasia procedures (the humane destruction of animals).

Requires call-back and working during emergency weather events or other emergency situations that close the shelter and require the operation of an emergency pet shelter.

Work is subject to frequent interruptions.

I certify that this is an accurate statement of the essential functions and responsibilities of this position.

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HR Representative Date

Your signature below indicates that you have received a copy of this position description.

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Employee’s Signature Date